

FIG.1

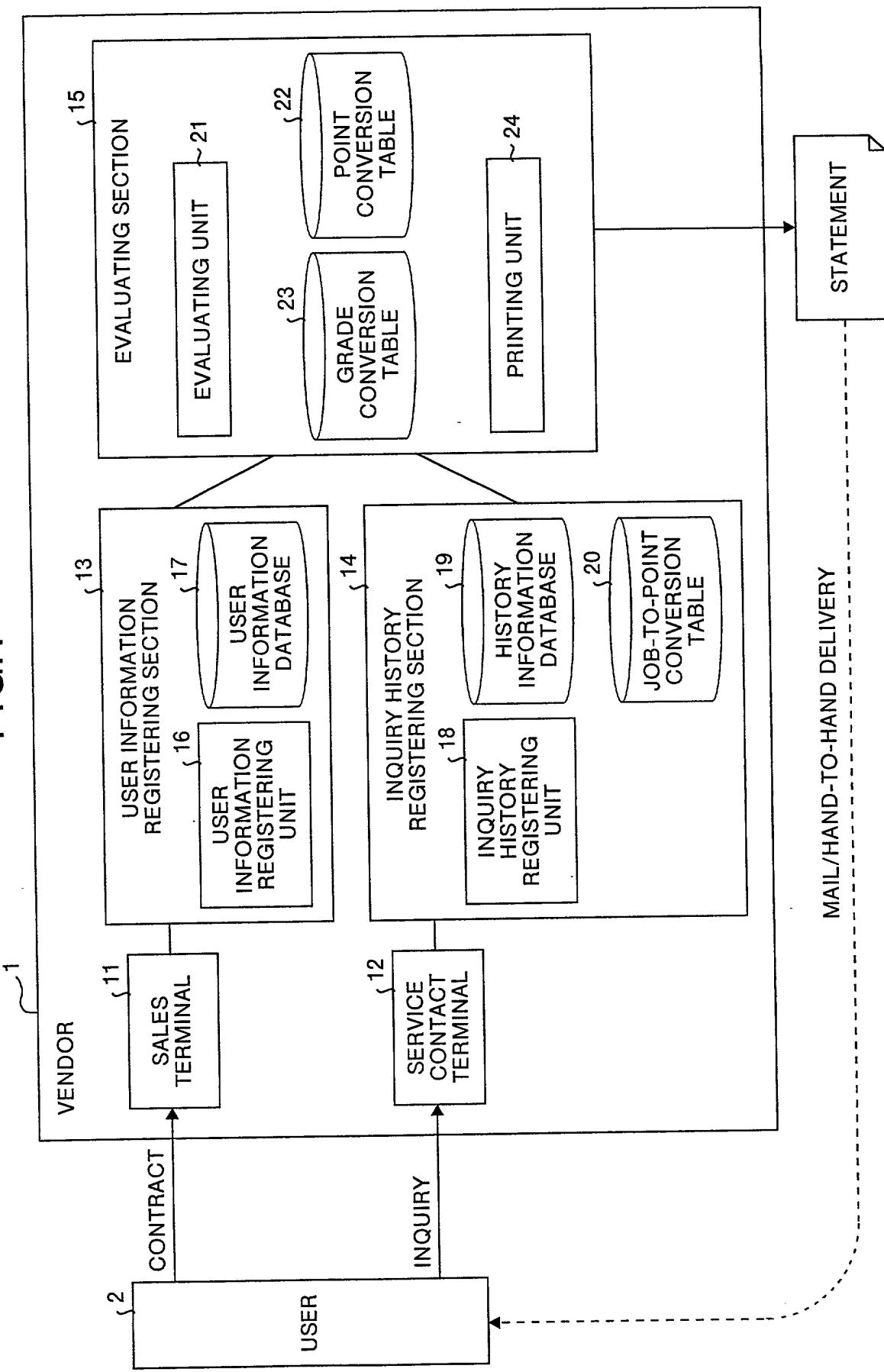


FIG.2

USER NAME	EFFECTIVE DATE OF CONTRACT	PERSON-IN-CHARGE	CUSTOMER ADDRESS	CURRENT GRADE	NUMBER OF CONTRACT RENEWALS	PURCHASED DEVICE/ SOFTWARE NAMES	DATE OF PURCHASE	FREE WARRANTY PERIOD
FUJITSU CORP.	H11.12.05	FUJITSU TARO	OMIYA, SAITAMA	5th	2	FMV OASYS	H11.12.05 H12.09.05	1 YEAR —

FIG.3

USER NAME	DATE OF OCCURRENCE	PERSON-IN-CHARGE	DEVICE/ SOFTWARE NAMES	CATEGORY	CONTENTS	RESPONDING ACTIVITY	AMOUNT	POINTS
FUJITSU CORP.	H12.09.05	FUJITSU TARO	HD	PURCHASE OF HARDWARE	ADD DISK	PURCHASE OF COMPONENT REPLY (RANK E)	¥10,000	2
FUJITSU CORP.	H12.09.06	FUJITSU TARO	FMV	INQUIRY OF SOFTWARE	INSTALL METHOD	EXCHANGE OF HARDWARE	¥15,000	18
FUJITSU CORP.	H12.09.08	FUJITSU TARO	FMV	EXCHANGE OF HARDWARE	DISK FAILURE	JOB ON SOFTWARE		
					OS INSTALL	OS INSTALL		

FIG.4

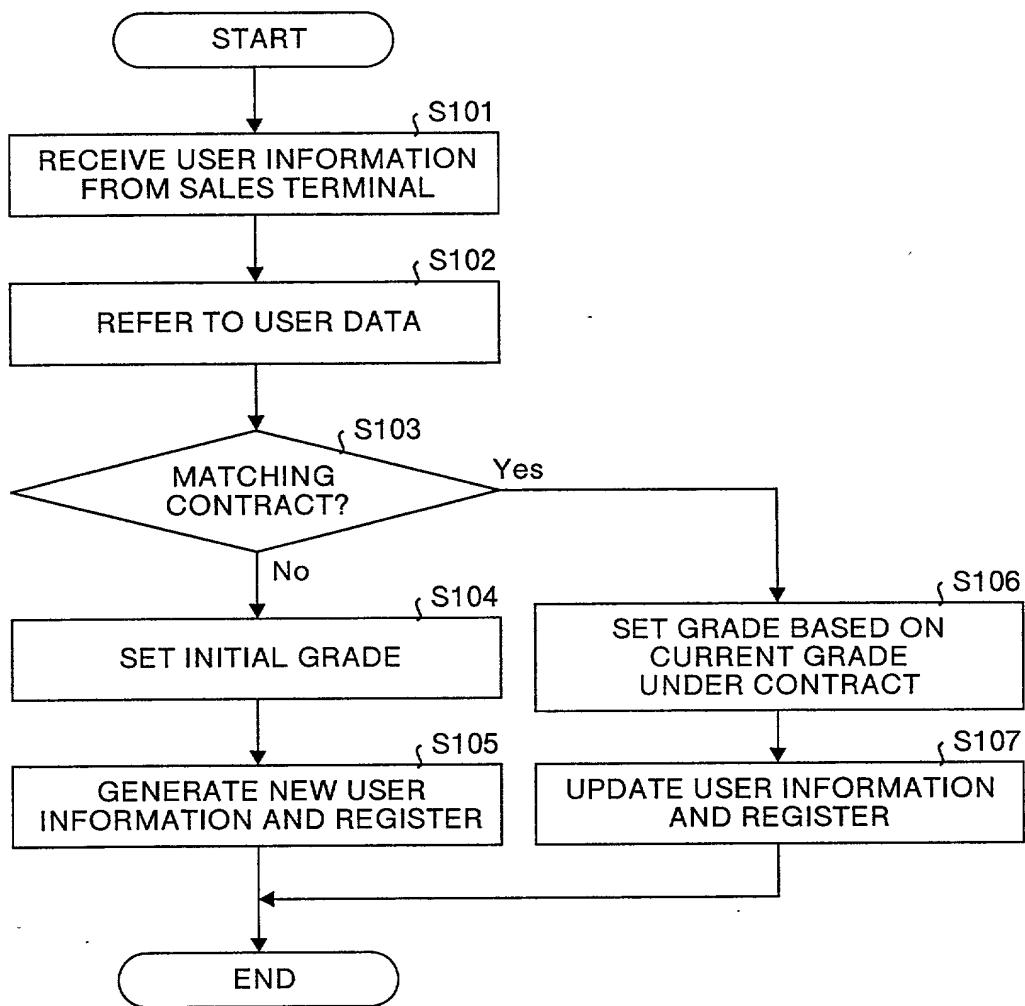


FIG.5

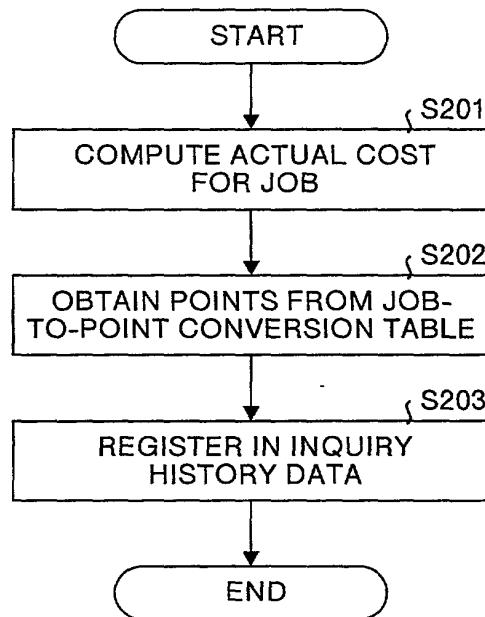


FIG.6

JOB CONTENTS			POINTS
SOFTWARE/INQUIRY	REPLY	RANK A	10
SOFTWARE/INQUIRY	REPLY	RANK B	8
SOFTWARE/INQUIRY	REPLY	RANK C	6
SOFTWARE/INQUIRY	REPLY	RANK D	4
SOFTWARE/INQUIRY	REPLY	RANK E	2
SOFTWARE/JOB	ON-SITE	RANK A	20
SOFTWARE/JOB	ON-SITE	RANK B	18
SOFTWARE/JOB	ON-SITE	RANK C	16
SOFTWARE/JOB	ON-SITE	RANK D	14
SOFTWARE/JOB	ON-SITE	RANK E	12
⋮	⋮	⋮	⋮

FIG.7

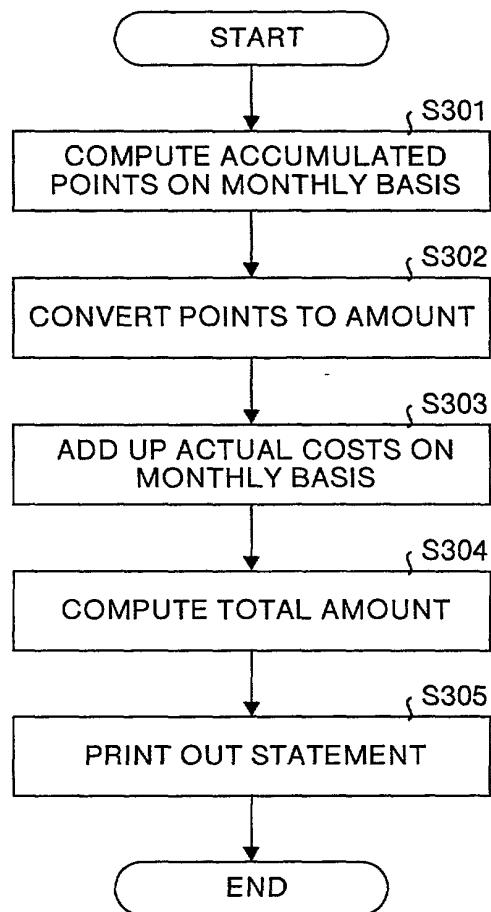


FIG.8

POINTS/GRADE	1	2	3	4	5
PER POINT	¥100	¥200	¥300	¥400	¥500

FIG. 9

Messrs: FUJITSU CORP. 5th GRADE

STATEMENT (H12.09)

ISSUING DATE: H12.10.15

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FIG.10

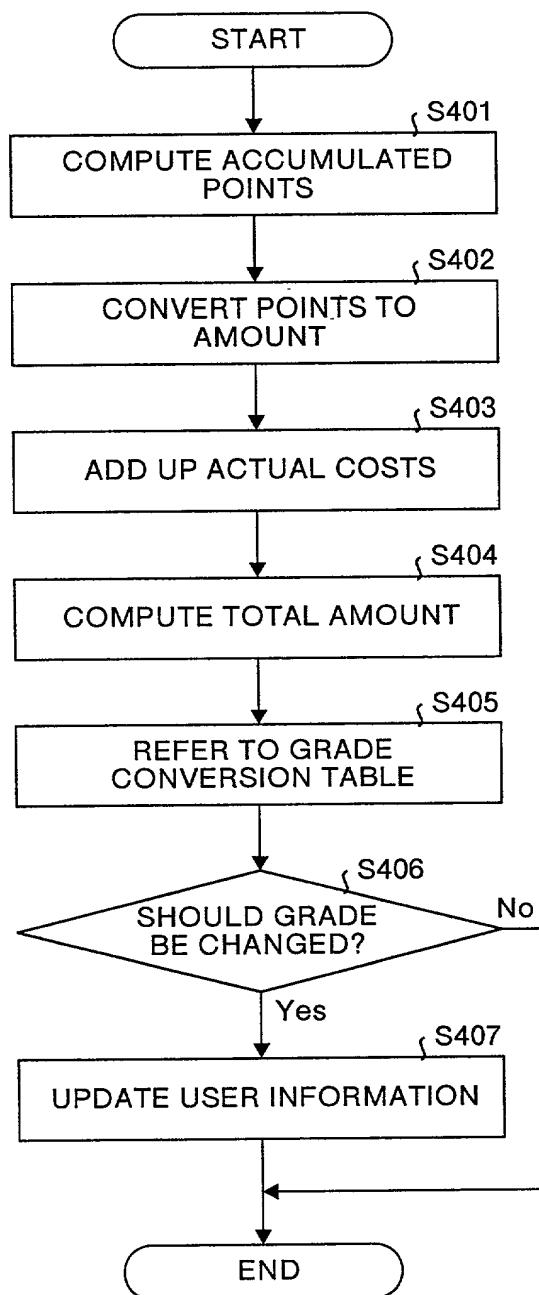


FIG. 11

ACCUMULATED AMOUNT/ PER SIX MONTHS	¥0~10,000	~¥30,000	~¥60,000	~¥150,000	¥150,000~
SHIFT IN GRADE	+2	+1	0	-1	-2